

CANDIDATE INFORMATION HANDBOOK

CREMATORY MANAGER



DEPARTMENT OF CONSUMER AFFAIRS

CEMETERY AND FUNERAL BUREAU

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CHAPTER 1. INTRODUCTION

PURPOSE OF THE EXAMINATION

Prior to receiving a crematory manager license or assuming the responsibility of a qualified crematory manager of a licensed crematory in California, each applicant must successfully complete a written examination. The primary purpose of the examination is to help ensure public health and safety by assessing the candidate's ability to apply California health and safety laws, as well as other relevant laws and regulations, to the major duty areas of cemetery manager practice.

DESCRIPTION OF PRACTICE

California Business and Professions Code Section 9605.2 describes the practice of a crematory manager as follows:

A crematory manager is a person engaged in or conducting, or holding himself or herself out as engaged in those activities involved in, or incidental to, the maintaining, or operating a crematory licensed under this chapter, and the cremation of human remains.

Provisions of the California Health and Safety Code and Business and Professions Code pertain to all aspects of cremation, interment, embalming, transportation, disinterment, and removal of human remains.

Crematories may be operated by a corporation, partnership, or person, provided that a valid crematory license has been issued.

EXAMINATION DEVELOPMENT

The examination for crematory manager is developed and maintained by the Department of Consumer Affairs, Office of Examination Resources. Previously qualified crematory managers provide technical expertise in the development of the examination.

CHAPTER 2. APPLICATION PROCESS

APPLICATION AND ELIGIBILITY

Within 7 days of receipt, the Cemetery and Funeral Bureau will notify the applicant in writing regarding the status of his or her application. If the application is incomplete, the letter will specify what additional information the applicant must provide. Within 60 days after the application is deemed complete, the Bureau will notify the applicant if he or she meets the requirements for candidacy and is eligible to sit for the examination.

ABANDONMENT OF APPLICATION

In accordance with Title 16, California Code of Regulations Section 1254, the Bureau considers an application abandoned if a candidate fails to take the examination within 1 year after being notified of eligibility. Failure to appear at a scheduled examination without prior notice is also considered abandonment. In the event of abandonment, a candidate must submit a new application with the required fee and meet all requirements at the time of filing. Application fees are not reimbursed when an application is abandoned.

SPECIAL ACCOMMODATIONS

All examination locations are accessible to persons with disabilities. In addition, the Bureau grants requests for special accommodations in accordance with the Americans with Disabilities Act of 1990. Please contact the Bureau to request a packet for examination accommodations. In order to receive consideration, any request must specify the accommodation desired and must be accompanied by a letter from an appropriately licensed professional that confirms the disability and supports the usefulness of the accommodation. The completed packet and substantiating documentation must be submitted 30 days before the examination.

CHAPTER 3. PREPARATION FOR THE EXAMINATION

OVERVIEW

The crematory manager examination is based upon a test plan developed by licensed crematory managers. The plan identifies aspects of practice related to the tasks that a crematory manager must be able to perform at licensure. The examination contains 100 multiple-choice items from major job duty areas, and it has a time limit of 2 hours.

DESCRIPTION OF MAJOR DUTY AREAS

The crematory manager examination covers four major duty areas that define the scope of knowledge necessary for safe and effective practice. Each of the major duty areas, weighted on the examination in terms of its importance in practice, is described below.

I. PREPARATION (30%)

This area assesses the candidate's ability to verify documentation prior to performing initial cremation procedures while using safety precautions.

II. CREMATION (48%)

This area assesses the candidate's ability to perform the cremation process by documenting procedures, operating the chamber, monitoring cremation process, processing cremated remains, and preparing facility for the next cremation.

III. MANAGEMENT (15%)

This area assesses the candidate's ability to perform administrative and record keeping procedures related to the crematory manager profession.

IV. RELEASE AND DISPOSAL PROCEDURES (7%)

This area assesses the candidate's ability to release cremated remains and to dispose of residue following cremation.

EXAMINATION OUTLINE

The examination outline identifies the knowledge required to demonstrate acceptable competence in each of the major content areas. Content areas specify practical knowledge, with references to statutes and provisions of Title 16 of the California Code of Regulations, the California Health and Safety Code, and the Business and Professions Code. Candidates should acquire the knowledge that the outline describes before attempting the examination.

I. PREPARATION (30%)		
<i>DESCRIPTION: This area assesses the candidate's ability to verify documentation prior to performing initial cremation procedures while using safety precautions.</i>		
SAFETY PRECAUTIONS (12%)	Prevent injuries during cremation process by wearing personal protective equipment (e.g., mask, gloves).	<ul style="list-style-type: none"> • Knowledge of types of equipment (e.g., mask, gloves) used to protect crematory operators during cremation process.
	Preheat after-chamber prior to performing cremation to minimize emissions from the cremation.	<ul style="list-style-type: none"> • Knowledge of methods used to determine temperature of after-chamber prior to inserting deceased.
	Evaluate cremation case to confirm that devices that may explode have been removed from deceased or cremation container to ensure safety of crematory operator and cremation chamber.	<ul style="list-style-type: none"> • Knowledge of implants (e.g., pacemaker) that should be removed from deceased prior to cremation. • Knowledge of methods used to assess the cremation case for objects (e.g., pacemaker) that should not be included in the cremation process. • Knowledge of mementos (e.g., remote control) that could be damaging to the cremation chamber.

<i>I. PREPARATION (CONTINUED)</i>		
IDENTIFICATION PROCESS (8%)	Identify deceased by checking labels on cremation container to verify identity prior to performing cremation.	<ul style="list-style-type: none"> • Knowledge of procedures used to verify authorization for cremation. • Knowledge of methods used to verify identity of deceased before cremation process. • Knowledge of permanent identification system used throughout cremation process to track identity of deceased.
	Assign deceased a permanent, unique number (e.g., disc) to maintain an identification system throughout cremation process.	<ul style="list-style-type: none"> • Knowledge of methods used to verify identity of deceased before cremation process. • Knowledge of permanent identification system used throughout cremation process to track identity of deceased.

I. PREPARATION (CONTINUED)

INITIAL PREPARATION PROCEDURES (10%)	Evaluate eligibility of cremation case by reviewing accuracy of required documentation (e.g., disposition permit) prior to performing cremation.	<ul style="list-style-type: none"> • Knowledge of procedures used to verify authorization for cremation. • Knowledge of methods used to evaluate disposition permit prior to performing cremation. • Knowledge of implants (e.g., pacemaker) that should be removed from deceased prior to cremation. • Knowledge of methods used to assess the cremation case for objects (e.g., pacemaker) that should not be included in the cremation process.
	Assess cremation caseload to determine if refrigeration of deceased is required.	<ul style="list-style-type: none"> • Knowledge of requirements for refrigeration of deceased.
	Arrange for witnessing of cremation prior to performing cremation by preparing the facility.	<ul style="list-style-type: none"> • Knowledge of procedures used to arrange the witnessing of a cremation. • Knowledge of Cemetery and Funeral Bureau regulations regarding the witnessing of a cremation.

II. CREMATION (48%)

<i>DESCRIPTION: This area assesses the candidate's ability to perform the cremation process by documenting procedures, operating the chamber, monitoring cremation process, processing cremated remains, and preparing facility for the next cremation.</i>		
OPERATION OF CREMATION CHAMBER (21%)	Document date and time during cremation process of deceased to comply with record keeping requirements.	<ul style="list-style-type: none"> • Knowledge of methods used to track the cremation process of the deceased from beginning to end. • Knowledge of documentation of the cremation process required by Cemetery and Funeral Bureau.
	Place deceased into cremation chamber to begin cremation process.	<ul style="list-style-type: none"> • Knowledge of methods used to assess body size of deceased that affects cremation process. • Knowledge of type(s) of cremation container(s) (e.g., hardwood casket) that affect the cremation process. • Knowledge of methods used to place deceased into the cremation chamber. • Knowledge of procedures used to operate cremation unit.
	Monitor cremation process to assure that the cremation chamber is functioning efficiently.	<ul style="list-style-type: none"> • Knowledge of methods used to monitor deceased during cremation process. • Knowledge of methods used to assess when deceased should be repositioned during cremation process. • Knowledge of procedures used to operate cremation unit. • Knowledge of methods used to monitor emissions produced from cremation in order to comply with air quality regulations.
	Monitor ventilation of emissions produced during the cremation process to comply with air quality regulations.	<ul style="list-style-type: none"> • Knowledge of procedures used to operate cremation unit. • Knowledge of methods used to monitor emissions produced from cremation in order to comply with air quality regulations.

II. CREMATION (CONTINUED)

OPERATION OF CREMATION CHAMBER (CONTINUED)	Monitor reduction in temperature of cremation chamber following a cremation to facilitate the cooling of cremated remains.	<ul style="list-style-type: none">• Knowledge of procedures used to operate cremation unit.• Knowledge of methods used to cool cremated remains prior to transferring to processor.
	Reposition deceased during cremation to facilitate the cremation process.	<ul style="list-style-type: none">• Knowledge of methods used to monitor deceased during cremation process.• Knowledge of methods used to assess when deceased should be repositioned during cremation process.

II. CREMATION (CONTINUED)

REMOVAL AND PROCESSING (15%)	Process cremated remains prior to placing cremated remains into a durable container to complete cremation process.	<ul style="list-style-type: none"> • Knowledge of procedures used to operate processor to complete cremation process. • Knowledge of methods used to determine when the processor has completed processing cremated remains. • Knowledge of foreign objects (e.g., hip replacement, dental metal) that should not be put into processor. • Knowledge of methods used to remove foreign objects from cremated remains prior to processing.
	Remove foreign objects (e.g., hip replacement, mementos) from cremated remains to facilitate the processing of cremated remains.	<ul style="list-style-type: none"> • Knowledge of type(s) of cremation container(s) (e.g., hardwood casket) that affect the cremation process. • Knowledge of foreign objects (e.g., hip replacement, dental metal) that should not be put into processor. • Knowledge of methods used to remove foreign objects from cremated remains prior to processing.
	Transfer cremated remains from cremation chamber to a cooling area to prepare for processing.	<ul style="list-style-type: none"> • Knowledge of methods used to transfer cremated remains from cremation chamber to the processor. • Knowledge of methods used to cool cremated remains prior to transferring to processor.
	Sweep out cremation chamber to remove cremated remains and prepare cremation chamber for next cremation case.	<ul style="list-style-type: none"> • Knowledge of Cemetery and Funeral Bureau requirements regarding commingling of cremation cases. • Knowledge of methods used to clean out crematory chamber following a cremation.

II. CREMATION (CONTINUED)

POST CREMATION PROCEDURES (12%)	Label durable container for identification of cremated remains when transferring cremated remains into the durable container.	<ul style="list-style-type: none"> • Knowledge of methods used to identify cremated remains when transferring into a durable container. • Knowledge of methods used to track the cremation process of the deceased from beginning to end. • Knowledge of documentation of the cremation process required by Cemetery and Funeral Bureau. • Knowledge of identification system used (e.g., disc) when packaging cremated remains.
	Package cremated remains by placing into a durable container for disposition.	<ul style="list-style-type: none"> • Knowledge of methods used to identify cremated remains when transferring into a durable container. • Knowledge of methods used to track the cremation process of the deceased from beginning to end. • Knowledge of methods used to package cremated remains in durable container. • Knowledge of identification system used (e.g., disc) when packaging cremated remains.
	Clean crematory equipment (e.g., processor) after each case to prevent commingling of cremated remains.	<ul style="list-style-type: none"> • Knowledge of procedures used to clean crematory equipment (e.g., processor) following cremation. • Knowledge of Cemetery and Funeral Bureau requirements regarding commingling of cremation cases.

III. MANAGEMENT (15%)

<i>DESCRIPTION: This area assesses the candidate's ability to perform administrative and record keeping procedures related to the crematory manager profession.</i>		
RECORD KEEPING (8%)	Maintain cremation case records according to Cemetery and Funeral Bureau regulations.	<ul style="list-style-type: none"> • Knowledge of methods used to maintain cremation case records. • Knowledge of Cemetery and Funeral Bureau regulations regarding keeping cremation case records.
	Distribute disposition permit to authorized entities during the release of cremated remains.	<ul style="list-style-type: none"> • Knowledge of distribution requirement(s) of disposition permits. • Knowledge of conditions that require multiple disposition permits.
ADMINISTRATION (7%)	Provide training for employee(s) who perform cremations to ensure compliance with legal requirements regarding cremation process.	<ul style="list-style-type: none"> • Knowledge of methods used to train crematory operators. • Knowledge of training requirements for crematory operators. • Knowledge of maintaining documentation regarding training crematory operators.
	Supervise employee(s) who operate cremation equipment to ensure that cremation procedures are followed.	<ul style="list-style-type: none"> • Knowledge of procedures used to determine whether crematory operator is performing cremation process correctly. • Knowledge of training requirements for crematory operators.

IV. RELEASE AND DISPOSAL PROCEDURES (7%)	
<i>DESCRIPTION: This area assesses the candidate's ability to release cremated remains and to dispose of residue following cremation.</i>	
Release cremated remains to the authorized party after cremation by following release procedures.	<ul style="list-style-type: none">• Knowledge of procedures used to release cremated remains following a cremation process.• Knowledge of procedures used to inform authorized parties about the release/disposal of mementos following cremation process.
Dispose of residue from cremation by interring in cemetery or scattering at sea.	<ul style="list-style-type: none">• Knowledge of methods used to dispose of residue (e.g., hip replacement) from cremation process.• Knowledge of procedures used to inform authorized parties about the release/disposal of mementos following cremation process.

CHAPTER 4. DAY OF THE EXAMINATION

REQUISITE MATERIALS FOR ADMITTANCE

Candidates must report to the registration area at the time and date specified on the Notice of Admittance for the examination. The proctors will collect the Notice of Admittance and ask to see official photographic identification. Candidates who do not bring the Notice of Admittance and appropriate photographic identification will **NOT** be allowed to participate in the examination.

EXAMINATION SECURITY

Candidates should be prepared to turn off pagers and cell phones and place handbags, briefcases, and other such personal belongings away from the examination table. The proctors will provide instructions regarding registration, seat assignments, completion of examination materials, and other steps in the examination process.

Section 123 of the Business and Professions Code prohibits any person who takes the examination from engaging in any conduct that subverts or attempts to subvert any licensing examination or the administration of a licensing examination. Such conduct includes, but is not limited to, obstructing the standardized administration of the examination, removing of examination materials from the examination room, communicating examination information to another person, copying answers from another person, using unauthorized books, equipment, notes, or other printed materials during the examination, and permitting an impersonator to take the examination. (The full text of Section 123 is provided in Appendix A). Violation of Section 123 will result in disqualification from the examination and possible denial of a license.

CHAPTER 5. NOTIFICATION OF RESULTS

PASSING SCORE

Examinations often vary in difficulty depending on the form of the examination administered. For this reason, the passing score is determined using a criterion-referenced method rather than a set score or percentage. Applying the criterion-referenced method, the difficulty of each item on the examination is evaluated relative to the minimum competence standard for safe practice. As a result, the passing score is lower for difficult examinations, and is higher for easier examinations, providing a safeguard to both the candidate and the public.

RELEASE OF RESULTS

The Bureau will notify candidates of examination results within 21 to 35 days of the scheduled examination date. If results are not received within 35 days of the examination date, submit a written request to the Bureau for a duplicate copy of your results.

Examination results will not be released by telephone.

CHANGE OF ADDRESS

Applicants and candidates must notify the Bureau in writing of any change of address. Allow 30 days for the change of address to be processed.

RE-APPLICATION PROCESS

Candidates who fail the examination must submit a new application with the required fee by the final filing date.

APPENDIX A - BUSINESS AND PROFESSIONS CODE**SECTIONS 123 AND 496**

§ 123. It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

(a) Conduct which violates the security of the examination materials; removing from the examination room any examination materials without authorization; the unauthorized reproduction by any means of any portion of the actual licensing examination; aiding by any means the unauthorized reproduction of any portion of the actual licensing examination; paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination; obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or using or purporting to use any examination questions or materials which were improperly removed or taken from any examination for the purpose of instructing or preparing any applicant for examination; or selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.

(b) Communicating with any other examinee during the administration of a licensing examination; copying answers from another examinee or permitting one's answers to be copied by another examinee; having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination; or impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under the authority provided for in any other provision of law.

In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

(c) If any provision of this section or the application thereof to any person or circumstances is held invalid, that invalidity shall not affect other provisions or applications of the section that can be given effect without the invalid provision or application, and to this end the provisions of this section are severable.

§ 496. A board may deny, suspend, revoke, or otherwise restrict a license on the ground that an applicant or licensee has violated Section 123 pertaining to subversion of licensing examinations.